

Review of compliance

The Royal Star & Garter Home
The Royal Star & Garter Home - Richmond

Region:	London
Location address:	Richmond Hill Richmond Surrey TW10 6RR
Type of service:	Care home service with nursing
Date of Publication:	October 2011
Overview of the service:	<p>The Royal Star & Garter is a care home with nursing for up to 60 older people who have served in the armed forces or are the spouse or civil partner of someone who has served in the armed forces.</p> <p>The home is a listed building in Richmond Hill overlooking the Thames, close to Richmond and Kingston town centres and Richmond Park.</p>

	The service is run by the Royal Star & Garter Homes, a registered charity.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

The Royal Star & Garter Home - Richmond was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 22 September 2011, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

The people who we met and spoke to told us that they were happy with the home. They told us that the staff were kind and caring. They said that there was always plenty to do. They liked the environment, the garden and the views. People said that there was a wide range of food and that this was tasty and well prepared.

Some of the things people told us were, "this home is perfect, I could never wish for more", "I am treated as an individual and can live the life I want" and "Nothing is too much trouble for the staff".

What we found about the standards we reviewed and how well The Royal Star & Garter Home - Richmond was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People who live at the home are treated as individuals and have control over their own lives. They are treated with respect and are valued.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People who live at the home have the care and treatment they need.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People who live at the home are supported to feel safe. There are appropriate procedures designed to safeguard them and protect them from abuse.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People who use the service have their prescribed medicines when they need them.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People who use the service are cared for by well trained and supported staff.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

People who live at the home are able to influence service developments. There are appropriate systems for monitoring quality to make sure people are well cared for and safe.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

The people we spoke to told us that they were able to make decisions about their own lives and that these were respected. They said that they could do the things that they wanted to do, and that they had the support they needed. They said that staff respected their privacy and took time to know their individual needs and wishes.

People told us that there was a good atmosphere at the home where everyone was valued and important. They said that they were invited to comment on all aspects of the service and give their views if they wanted something done differently.

We saw that the staff were kind and caring throughout our visit. They treated people with respect and allowed them to make choices.

Other evidence

There are regular meetings and social events for people who live at the home and their visitors. People are encouraged to contribute their ideas and opinions about the service. The manager has created a newsletter for relatives and other visitors.

The staff told us about work they were doing to gather information about people's lives before they moved to the home. They told us that they were working with relatives and

asking for photographs and other memorabilia to help enhance these records.

We saw that people's needs and wishes were recorded in care plans which told the staff how they should support them. These included information about their cultural and religious needs.

Our judgement

People who live at the home are treated as individuals and have control over their own lives. They are treated with respect and are valued.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People who live at the home told us that they were well cared for. They said that the doctor visited twice a week and that they could see them at any other time they requested. They told us that the staff supported them to have baths whenever they wanted. People told us that the food was varied and well prepared. They said that there was always plenty to do and a variety of activities to meet everyone's needs.

One person told us, "whenever I say I want to do something new or go to a new place the staff help me to do this".

We saw that the home was well equipped for people to try different crafts and activities. There were lots of areas for socialising and relaxing and a well kept garden with views over the Thames. People told us that they really liked the home and garden. There is an activity department which includes craft rooms, gardening clubs, cookery areas and computers.

Other evidence

People's individual needs were recorded in care plans. These tell the staff how they need to support each person. We saw that they were regularly reviewed and updated. There was evidence that the staff monitor people's health and wellbeing and take action when something is wrong. Records showed that people saw the doctor and other healthcare professionals as needed.

There were a variety of planned activities each day. These included trips and activities

at the home. There were regular church services and visits from schools, military regiments and other groups which people had requested.

Our judgement

People who live at the home have the care and treatment they need.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

The people we spoke to told us that they felt safe at the home. They said that they felt able to tell staff if anything was wrong and that this was acted upon.

Other evidence

The organisation has procedures for safeguarding people and whistle blowing. The staff are aware of these and have had training in how to recognise and report potential abuse.

Our records reflect that the organisation has worked with other agencies to appropriately investigate and act on safeguarding incidents.

People who live at the home make private arrangements for managing their finances. The home offers a service where people can leave small amounts of cash with the organisation to cover minor expenditures. The records of this are regularly audited and reviewed. People have a lockable area within their rooms to store valuables if they wish.

We saw that the risks people may face have been assessed and these assessments are reviewed and updated as necessary. All accidents and incidents are recorded and monitored.

Our judgement

People who live at the home are supported to feel safe. There are appropriate

procedures designed to safeguard them and protect them from abuse.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

The people we spoke to told us that they had the help to take the medicines they needed. Some people look after their own medicines and they told us that they had a locked place to keep this in.

Other evidence

There is an appropriate medication procedure. Trained staff look after and administer the medicines for people who need support. Senior staff assess their competencies to do this. We saw evidence of regular audits of the medication storage and records.

Medicines were stored securely and records were accurate. People have their medicines reviewed regularly by their doctor.

Our judgement

People who use the service have their prescribed medicines when they need them.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People who live at the home told us that the staff were skilled and knowledgeable. We saw the staff supporting people competently.

Other evidence

The staff we met told us that they were given a thorough induction into their role. They said that they were supported to take part in different training opportunities.

We saw evidence that training was regularly reviewed and updated. The organisation has a human resources department on site. They provide and monitor training to make sure the staff have the skills they need.

There are regular meetings for staff with their manager. We saw that the staff used a variety of methods to communicate with each other and to make sure they were aware of any changes. There are three handover meetings each day to inform staff coming on duty.

All staff have regular individual meetings with their manager and annual appraisals of their work.

The staff we spoke to told us that they felt supported and enjoyed their work.

Our judgement

People who use the service are cared for by well trained and supported staff.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

The people we spoke to told us that they were able to contribute their ideas and thoughts about the running of the home. They said that they were well informed about changes and plans for the future.

Other evidence

The organisation conducts an annual quality satisfaction survey of people who live at the home and their visitors. The results of these are made into a report. The manager shared a copy of this report with us. The questions covered all aspects of care, support, services and facilities. We saw that for the last two years people were generally very satisfied with most aspects of the service and that they felt improvements had taken place. The manager told us that the organisation creates an action plan to address any areas of dissatisfaction.

Senior staff at the home carry out a number of different audits and checks. These include medication audits, checks on the environment, infection control audits and checks to make sure everyone's needs are being met.

Support plans which outline people's needs are reviewed regularly. Staff participate in regular appraisals to assess their work. Accidents, incidents and complaints are recorded and investigated by senior staff.

People who live at the home and their visitors are invited to meetings and forums to discuss the service and plans for development.

Our judgement

People who live at the home are able to influence service developments. There are appropriate systems for monitoring quality to make sure people are well cared for and safe.

Overall, we found that The Royal Star & Garter Home was meeting this essential standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
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